

Duration

Our *Positive Client Relationships Programme* is comprised of a series of 90 minutes Modules and Coaching sessions that are delivered over 12 weeks.

The input Modules can be added together to be delivered in half-day or whole day modules to suit your needs and logistics.

We can deliver the Programme in-person or online.

Who's this for?

- Those who are new to client-facing roles
- Employees in client-facing roles who want to follow a formalised development programme to increase their skills and confidence
- Technical Consultants, Engineers and Scientists who need to build effective working relationships with their clients before, during and after delivering projects

What needs are we addressing?

In this highly practical Programme, we explain how to develop client relationships from being 'transactional' towards becoming a 'Trusted Advisor'. We generate the confidence for employees to find out more about business opportunities and challenges in order to provide effective recommendations and solutions to their clients. We clarify the value that each of us uniquely can add to commercial relationships.

We include the fundamentals of win-win negotiating, so that both client and provider have a greater chance of achieving their goals.

We employ the Insights Discovery® Personality Profiling System so that participants can use self-awareness to identify the similarities and differences in their clients and, therefore, adapt their approach to build stronger connections.

Our Learning Objectives

This Programme will support and challenge you to:

- Identify the benefits and key skills of the Trusted Advisor role
- Clarify your personal value proposition
- Use effective questioning and listening skills to identify and clarify your client's needs
- Develop influencing and negotiation skills
- Connect with your clients as people

What's on the Programme Agenda?

Preparation Work

- Briefing and engagement of senior stakeholders and sponsors
- Completion of the Insights Discovery® Evaluator to produce your personal profile report
- Feedback workshop (for a group) or individual coaching session to explain the report and its use

Programme Content

- ✓ The role of Trusted Advisor in the context of a range of commercial relationships
- ✓ Demonstrating trustworthiness
- ✓ Your Personal Value Proposition
- ✓ Reinforcing your assertiveness
- ✓ Using your powers to be influential
- ✓ Using Insights Discovery to build effective relationships with your clients
- ✓ Questioning and Active Listening Skills
- ✓ Principles of win-win negotiations
- ✓ Developing your negotiation skills
- ✓ Dealing with challenging situations with your clients

Coaching Sessions (Individual or in Groups)

- ✓ Clarify and capture learning
- ✓ Identify ways to apply the learning
- ✓ Set ambitious development goals for working with clients
- ✓ Commit to action

Practice at Work (approx. 3 months)

- Feedback to senior stakeholders & sponsors
- Feedback during performance reviews
- Feedback during one to ones
- Qualitative and quantitative measures of progress and success